USER MANUAL

KBU-55, KBU-56, KBU-328 SERIES BEVERAGE COOLER

CAREL controller

COMPRESSOR BEVERAGE COOLER

KingsBottle™
Coolers Fit for a King

CONTENTS

CONGRATULATIONS

Congratulations and thank you for choosing our KingsBottle Beverage Coolers . We are sure you will find your new appliance a pleasure to use . Before you installing and operating the Beverage Cooler, we recommend that you read through the relevant sections of this manual, which provides a description of your Beverage Cooler and its functions .

To avoid the risks that are always present when you use an electric appliance, it is important that the appliance is installed correctly and that you read the safety instructions carefully to avoid misuse and hazards .

We recommend that you keep this instruction booklet for future reference and pass it on to any future owners .

After unpacking the appliance, please check it is not damaged . If in doubt, do not use the appliance but contact us or your local customer care centre

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PART I IMPORTANT SAFETY INSTRUCTIONS

Please read the user manual carefully and store in a handy place for later reference . The symbols you will see in this booklet have these meanings:

⚠ WARNING

This symbol indicates information concerning your personal safety

⚠ CAUTION

This symbol indicates information on how to avoid damaging the appliance

ⓘ TIPS & INFORMATION

This symbol indicates tips and information about use of the appliance

ENVIRONMENTAL TIPS

This symbol indicates tips and information about economical and ecological use of the appliance

⚠ WARNING

TO REDUCE THE RISK OF FIRE, ELECTRICAL SHOCK, OR INJURY WHEN USING YOUR APPLIANCE, FOLLOW THESE BASIC PRECAUTIONS:

1. Read all instructions before using the Beverage Cooler.
2. DANGER or WARNING: Risk of child entrapment.

Child entrapment and suffocation are not only problems of the past. Junked or abandoned appliances are still dangerous… even if they will “just sit in the garage for a few days”.

3. Before you throw away your old Beverage Cooler:
   - Take off the door.
   - Leave the Shelves in pieces so that children may not climb inside easily.
4. Never allow children to operate, play with, or crawl inside the appliance.
5. Never clean appliance parts with flammable fluids. The fumes can create a fire hazard or explosion.
6. Do not store in the vicinity of any other appliance. Do not store near gasoline or any other flammable vapors. The fumes can create a fire hazard or explosion.

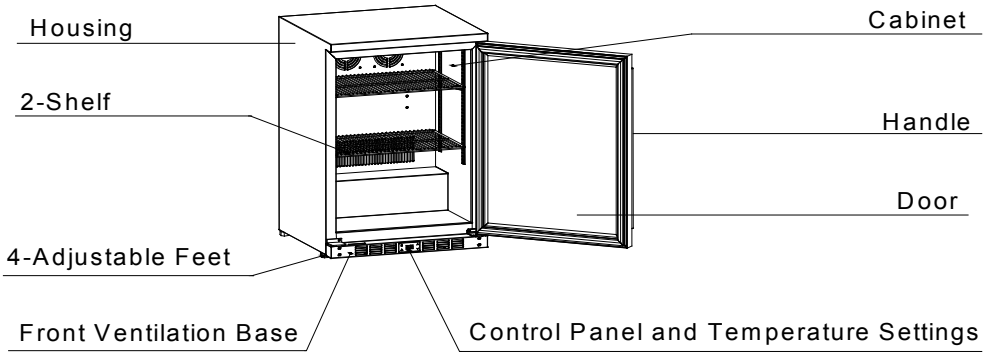
⚠ WARNING

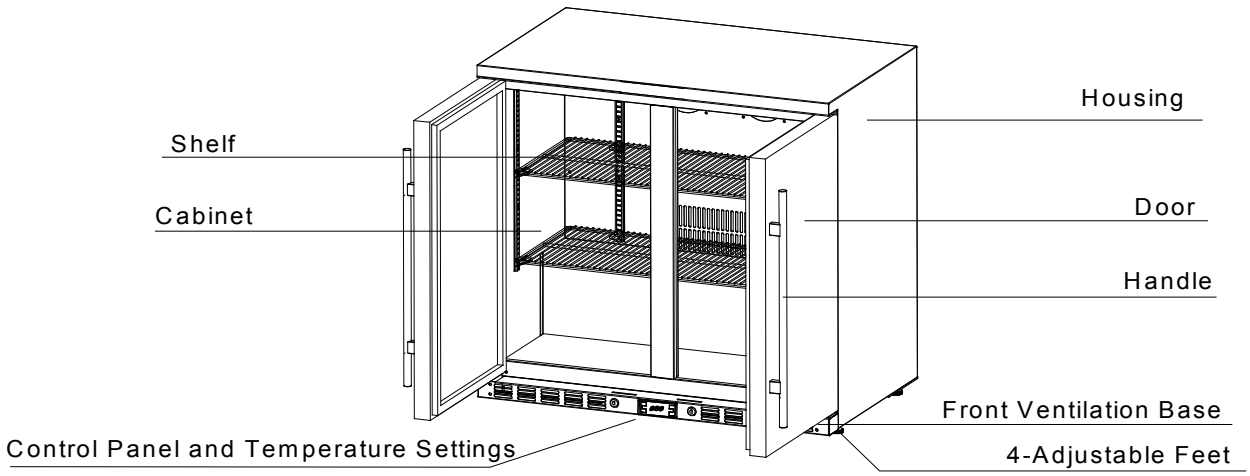
1. The cooler must be plugged into its own dedicated 110-115V, 50/60Hz AC electrical outlet .
2. The plug must be accessible when the cooler is in position.
3. It is essential the power point is properly earthed to ground . Consult a qualified electrician if you are unsure .
4. Don’t use extension cords or adapter plugs with this cooler .
5. If the power cord is damaged, have it replaced by a qualified service technician .
6. Unplug the cooler before cleaning it, or changing the light bulb to avoid electric shock .
7. Never unplug the cooler by pulling the electrical cord as this may damage it. Grip the plug firmly and pull straight out .
8. Choose a location for your cooler that isn’t too cold . The ambient room temperature should be above 50°F .
9. Stand your cooler in a dry place – avoid areas of high moisture or humidity .
10. Don’t put the cooler in frosty or unprotected areas like a garage or on the verandah .
11. Keep the cooler out of direct sunlight .
12. Don’t locate the cooler near stoves, fires or heaters .
13. When installed correctly, your cooler should:
    - Have adequate space at the back and sides for air circulation.
    - Be aligned to the surrounding cupboards .
    - Have doors that will self-close from a partially open position
14. Please inspect and clean the filter in front venting grill every month. Failure to clean will void the warranty and increase the running costs.

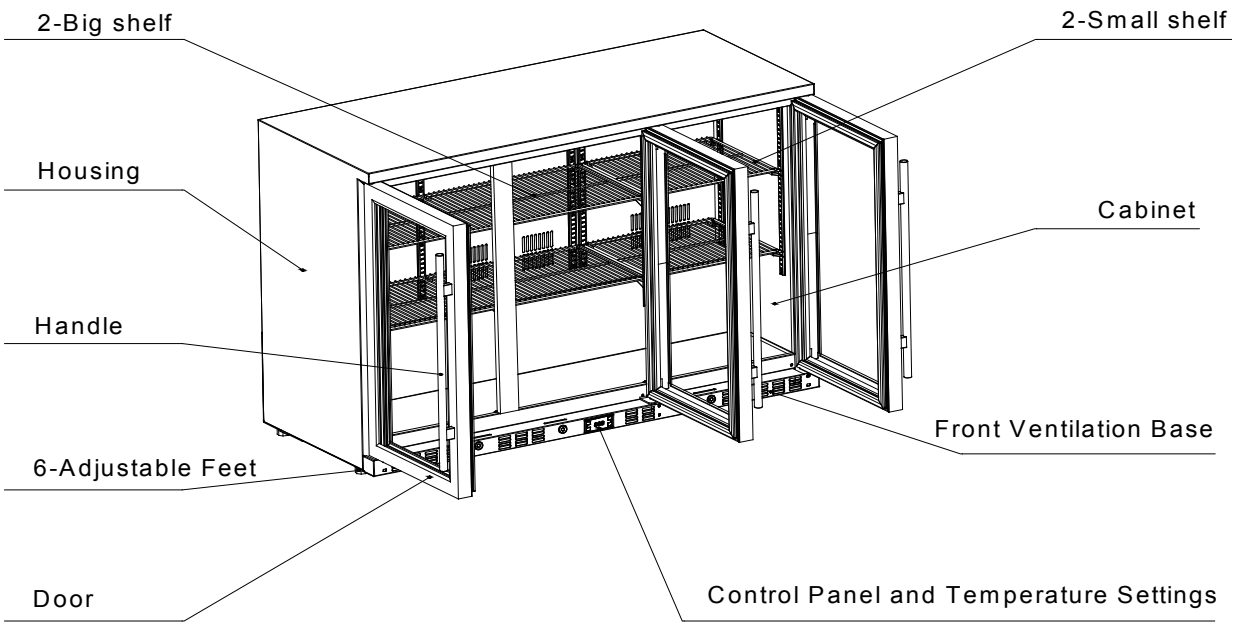
BEFORE USING YOUR BEVERAGE COOLER

1. Remove the exterior and interior packing.
2. Before connecting the Beverage Cooler to the power source, let it stand upright for approximately 24 hours. This will reduce the possibility of a malfunction in the cooling system from handling during transportation.
3. Clean the interior surface with lukewarm water using a soft cloth.

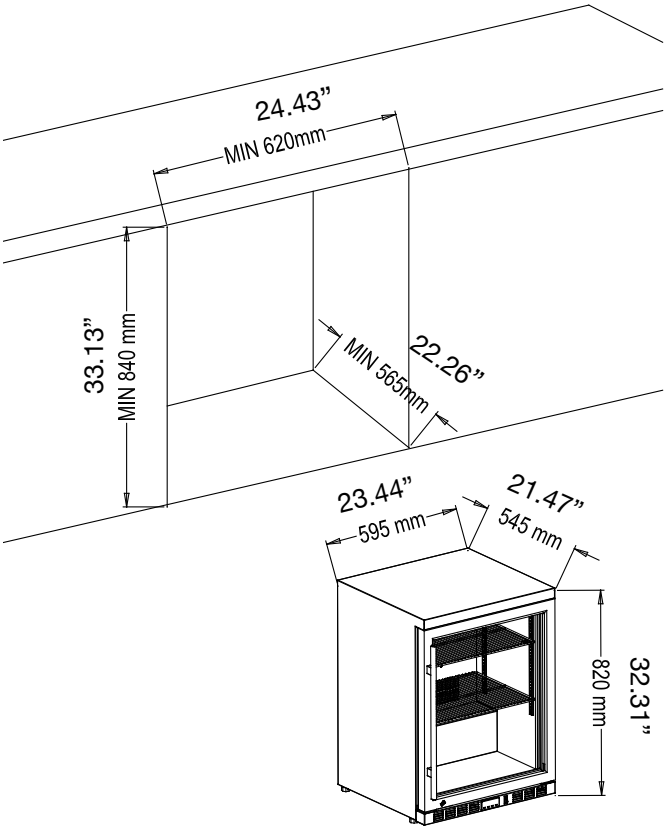
PART II DIAGRAM & DESCRIPTION OF BEVERAGE COOLER

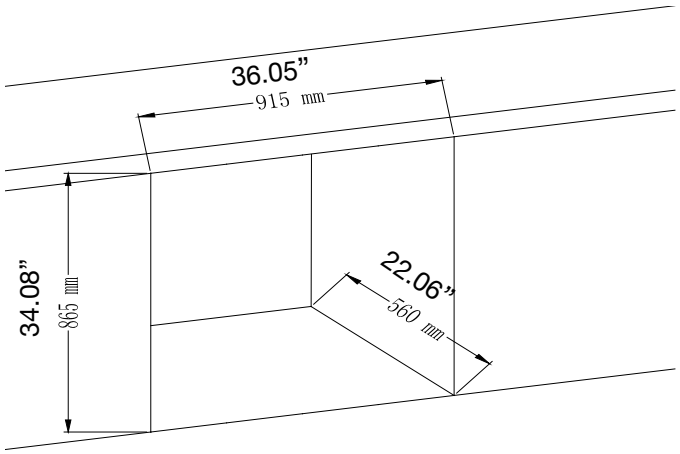


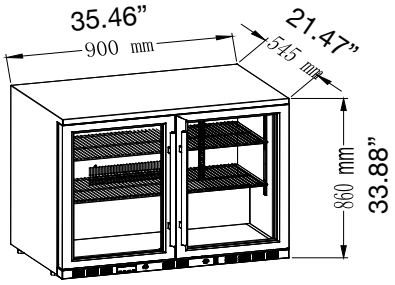




PART III INSTALLATION INSTRUCTIONS

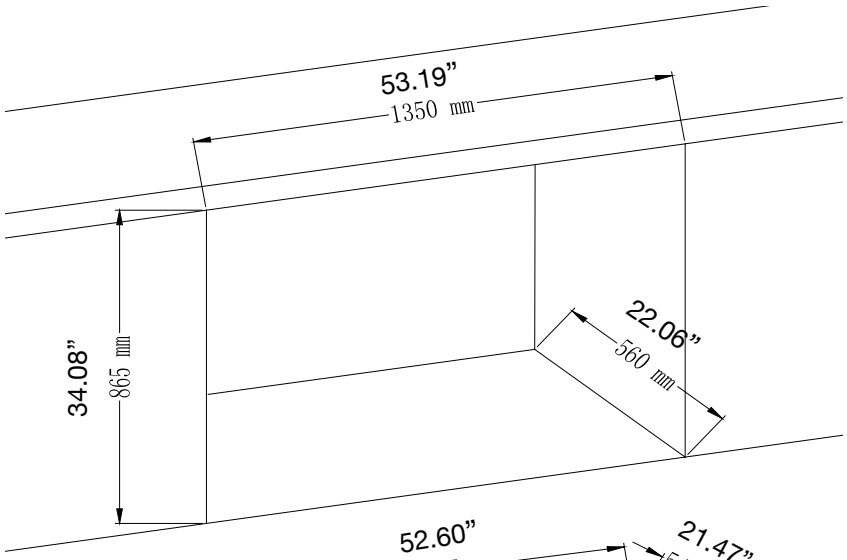


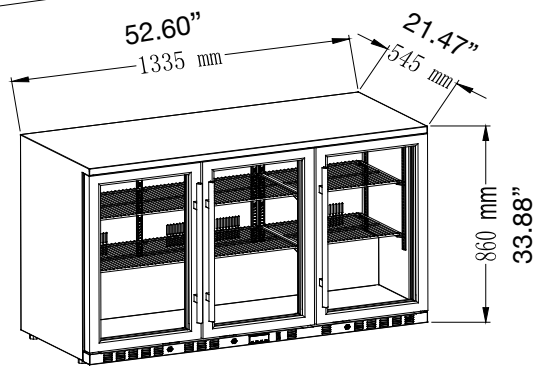




Installing unit into cavity

- Unit is designed to be Fully Built Into cavity, no ventilation is required.
- If units on hardwood floor we recommend a rubber mat under unit and some polystyrene or sound proofing material on rear cavity wall to help a little deaden noise.
- Leave at least a 0.40-0.6” (10-15 mm)shadow line around unit and 2” (50mm) at rear minimum to allow for door swings and electrical plug.
- Just use common sense, place out of sunlight, direct weather and away from heating appliances.
- Make sure that installation allows for unit to be removed if required, as condenser will need periodic cleaning and also to allow for servicing in the event of break down.





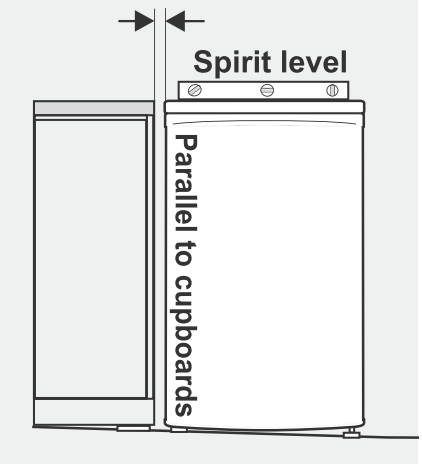
PART III INSTALLATION INSTRUCTIONS

A. GENERAL INSTALLATION INSTRUCTIONS

1. This appliance is designed for both free standing and 100% built-in (fully recessed) installation.
2. Place your Beverage Cooler on a flat, solid floor that is strong enough to support it when it is fully loaded. To level your Beverage Cooler, adjust the leveling leg at the bottom of the Beverage Cooler
3. When moving your Beverage Cooler, please do not incline it more than 45 degrees.
4. Locate the Beverage Cooler away from direct sunlight and sources of heat (stove, heater, radiator, etc.). Direct sunlight and heat sources may increase electrical consumption. Extreme cold ambient temperatures may also cause the unit to perform improperly.
5. Avoid locating the unit in damp areas.
6. Plug the Beverage Cooler into an exclusive, properly installed and grounded wall outlet. Do not under any circumstances cut or remove the third (ground) prong from the power cord. Any questions concerning power and/or electrical grounding should be directed to a certified electrician or authorized products service center.

B. INSTALLING YOUR BEVERAGE COOLER

1. Move the appliance into its final position .
2. If the appliance is not tilting back as described earlier, minor adjustments can be made to the leveling legs.
3. Compare the alignment of the appliance to the surrounding cupboard . The top of the appliance should be level from side to side (see diagram below) .



4. If the appliance now rocks from one corner to the opposite rear corner, this means that the floor is uneven. You may need to put some packing under the ridge to the rear of the appliance . You could use thin pieces of solid material such as thin board, vinyl floor tiles or laminate .
5. You may now need to fine tune the installation by repeating steps 2, 3 and 4 .
6. Wipe off any dust that has accumulated during shipping and clean following the directions in Part VIII (Care & Maintenance)
7. Plug the appliance into the power point. Don't use a double adaptor or extension cord .
8. It is recommended that you let the appliance for an hour or two before you put any wine in it . This will confirm that it is operating correctly and make the conditions appropriate for wine storage .

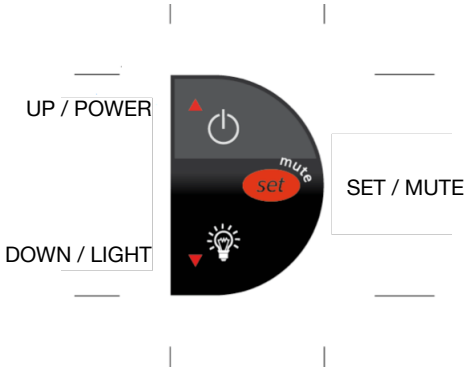
Congratulations! You have successfully installed your cooler/refrigerator/freezer

DOOR LOCK

This unit comes with an optional key lock. The keys are located inside the plastic bag that contains the user manual. To unlock the door, insert the key into the lock and turn counterclockwise. To lock the door, simply reverse the operation making sure the metal pin is engaged completely. Then remove the key and place it is a secure place for safekeeping.

PART IV OPERATING YOUR REFRIGERATOR

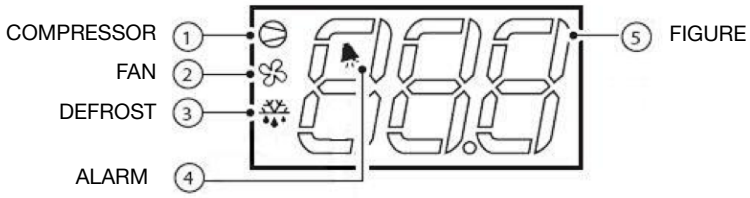
This KingsBottle Refrigerator series comes with the worlds best quality controller from CAREL. Before using your Refrigerator, please read these instructions carefully .



KEYBOARD :

- UP/POWER: Increase the value / holding the button for at least 3 seconds, powers the unit ON or OFF.
- DOWN/LIGHT: decrease the value / holding the button for at lest half a seconds turns the interior light ON or OFF.
- SET/MUTE: Use SET after selecting values withe the up and down arrows / alarm mute button.

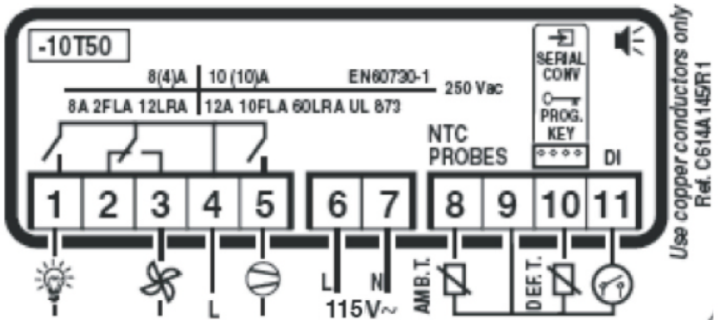
DISPLAY:



LEDS AND ASSOCIATED FUNCTIONS:

icon	function	normal operation			start up
		ON	OFF	blink	
	compressor	on	off	request	ON
	fan	on	off	request	ON
	defrost	on	off	request	ON
AUX	aux	output on	output off	-	ON
	alarm	all	no alarm	-	ON

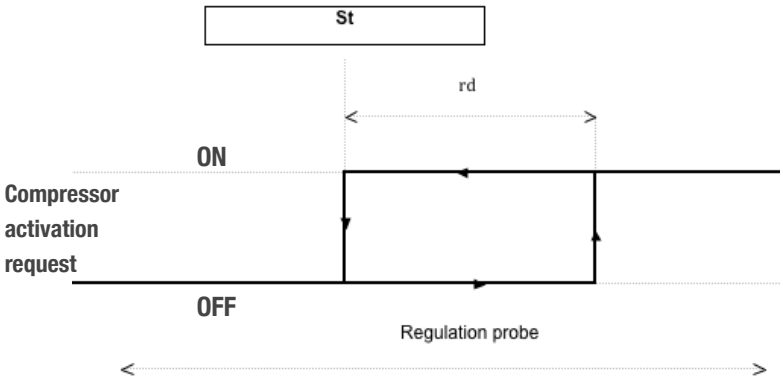
WIRING DIAGRAM:



OPERATION

ADJUST TEMPERATURE

1. Press the “SET / MUTE” button for more than 3 sec. ,the display shows the parameter code “ST/ VALUE/PS/0” , 0 is the PASSWORD.
2. Release the button when it shows ST/0.
3. Use the “UP” and “DOWN” buttons to adjust the temperature.
4. Press SET / MUTE button, or if no button is pressed for 5 seconds, the change of setting is saved and the DISPLAY will show the actual temperature.



MODIFYING THE PARAMETERS

The operating parameters are modifiable using the keypad.
Access to the parameters is protected by password (default = 22) to prevent accidental or unauthorised modifications.

Accessing the Parameters:

1. Press the “SET / MUTE” button for more than 5 **sec**. , the display shows the parameter code “**PS/0**”
2. Press the “SET / MUTE” button to access the password setting; the display shows the parameter starting value “0”; use the “UP” and “DOWN” buttons to scroll the numbers until displaying “22” (default password);
3. Press the “SET / MUTE” button to confirm the password; the display shows the parameter code “**PS**” (password);
4. Repeat the following procedure for any parameter that needs to be modified :
   4.1. Use the “UP” and “DOWN” buttons to scroll the parameters **codes** and choose the parameter that needs to be modified.
   4.2. The Category of the parameter chose, determines the Initial letter of the code and the Icon that is turned on :

Category	Initial	Icon
Probe parameters	/	-
Control parameters	r	-
Compressor parameters	c	
Defrost parameters	d	
Alarm parameters	A	
Fan parameters	F	

   4.3. Press “SET / MUTE” to display the **value** associated with the parameter code; increase or decrease the value using the “UP” or ”DOWN” button respectively;
   4.4. Press “SET / MUTE” to temporarily save the new value and display the parameter code again;

   WARNINGS:
   If no button is pressed for 60 sec. or if the power is disconnected from the instrument before saving the settings : all of the changes made to the parameters and temporarily saved in the RAM, will be cancelled and the previous settings will be restored.
5. Press “SET / MUTE” button for more than 3 sec. to permanently **save** the parameters and exit the parameter setting procedure.

SETTING THE DEFAULT VALUES

To reset the default parameters:

1. disconnect power from the instrument;
2. reconnect power while holding both the “SET / MUTE” and “DOWN / LIGHT” buttons;
3. the display will show the message “**CF**”;
4. after a few seconds the instrument starts operating with the default configuration. Any different parameter settings will need to be updated.

WARNINGS:
running this procedure overwrites any custom parameter settings.

TABLE OF PARAMETERS

CODE	DESCRIPTION	MIN	MAX	UOM	DEFAULT
PS	password	0	200	-	22
	PROBE PARAMETERS				
/2	probe measurement stability	1	15	-	10
/4	select probe/input displayed (/4=1, display air probe; /4=2, display evaporator probe; /4=3, display the status of LED figure ON or OFF)	1	3	-	1
/5	select °C/°F (0= °C; 1= °F)	0	1	-	1
/6	disable decimal point	0	1	-	1
/C1	probe 1 offset	-12,7	12,7	(°C/°F) / 10	1.6
/C2	probe 2 offset	-12,7	12,7	(°C/°F) / 10	0
	CONTROL PARAMETERS				
St	user set point	r1	r2	°C/°F	41.0
rd	STANDARD differential	0,0	19,0	°C/°F	3.2
r1	minimum set point allowed to the user	-50	r2	°C/°F	41.0
r2	maximum set point allowed	r1	150	°C/°F	64.4
	COMPRESSOR PARAMETERS				
c0	Start delay when COMPRESSOR ON is required by the Regulation	1	200	Min	6
c1	delay between 2 consecutive starts	0	100	Min	0
c2	minimum compressor OFF time	0	100	Min	6
c3	minimum compressor ON time	0	100	Min	0
c4	compressor ON time with duty setting	0	100	Min	0
	DEFROST PARAMETERS				
d0	Type of defrost	0	2	-	1
dI	Start defrost condition : interval time	0	199	Hours	6
ds	defrost interval time calculating: ds=0, calculate time of compressor operating ds=1, calculate time after power ON	0	1	-	1
dt	End defrost condition : evaporator temperature threshold	-50	127	°C/°F	59.0
dP	End defrost condition : max time defrost duration	1	199	Min	20
d4	if defrost when switching the instrument on (0=no ; 1=yes)	0	1	-	0
dH	defrost delay on power-up (when d4=1)	0	199	Min	0
d6	temperature displayed “frozen” during defrost (when d6=0 “dF” is displayed); Freeze regulation probe temperature before defrost start (when d6=1)	0	1	-	1
dd	dripping time (stop compressor after defrost)	0	15	Min	0
d8	LOW temperature alarm bypass time after defrost	0	15	Hours	0
d9	defrost priority over compressor protectors (if d9=1 c2, c3, c4 are bypassed)	0	1	-	0
d/	Evaporator probe reading (read only)	-	-	°C/°F	-
d10	Start defrost condition : evaporator temperature threshold	-50	127	°C/°F	-7.6
d11	Enabling defrost condition : regulation probe threshold.	-50	127	°C/°F	86
d12	No-downward tendency defrost, Start condition : time with Comp.continuously ON and Reg.Probe doesn’t decrease	A10	199 (200=disabled)	Min	180
	ALARM PARAMETERS				
A0	alarm temperature differential	-20	20	°C/°F	0
AL	absolute/relative temperature for low temperature alarm	-50	150	°C/°F	-30.2
AH	absolute/relative temperature for high temperature alarm	-50	150	°C/°F	82.4
Ad	temperature alarm delay	0	199	Min	120
A10	Open Door Alarm delay	0	10	Min	0
	EVAPORATOR FAN PARAMETERS				
F0	Start delay when FAN ON is required by the Regulation	1	100	sec	1
Fd0	Fan STANDARD Duty Cycle : ON time	1	100	Min	1
FdF	Fan STANDARD Duty Cycle : OFF time	1	100	Min	1
	OTHER PARAMETERS				
H0	supervisor serial address	0	207	-	1
H4	disable buzzer (1 = disable)	0	1		0
H5	ID code (read-only)	-199	199	-	1

TABLE OF ALARMS

ALARM CODE	DESCRIPTION
LO	low temperature alarm
HI	high temperature alarm
E0	probe 1 error=control
E1	probe 2 error=defrost
E3	enter defrost status d12 twice continuously
dF	defrost running
dor	open door alarm
EE	unit parameter error
EF	operating parameter erro

NOTE:

The desired temperatures may fluctuate depending on whether the interior light is ON or OFF, the ambient temperature, the location of unit and the orientation of the bottles. The display is just a guide, be guided by how cold your drinks are at consumption. Remember units go into defrost mode and this will show a higher display, it's only for small periods and doesn't have time to effect drink temperature. In general once unit has settled it will keep products within 5°F (2°C) of the set temp easily in temperatures up to and beyond 100°F (38°C) .

CAUTION:

1. In the event of a power interruption, all previous temperature settings will be automatically saved and each compartment will return to the previous temperature setting.
2. If the unit is unplugged, loses power, or is turned off, you must wait over 6 minutes before restarting. Within this 6 minutes, compressor protect itself and will not start even power ON again
3. When you use the Beverage Cooler. for the first time or restart the Beverage Cooler after having been shut off for a long time, there will be a few degrees variance between the temperature you select and the one indicated on the LED readout for the first few hours of operation. After a few hours of operation, the temperature will normalize to the displayed temperature.

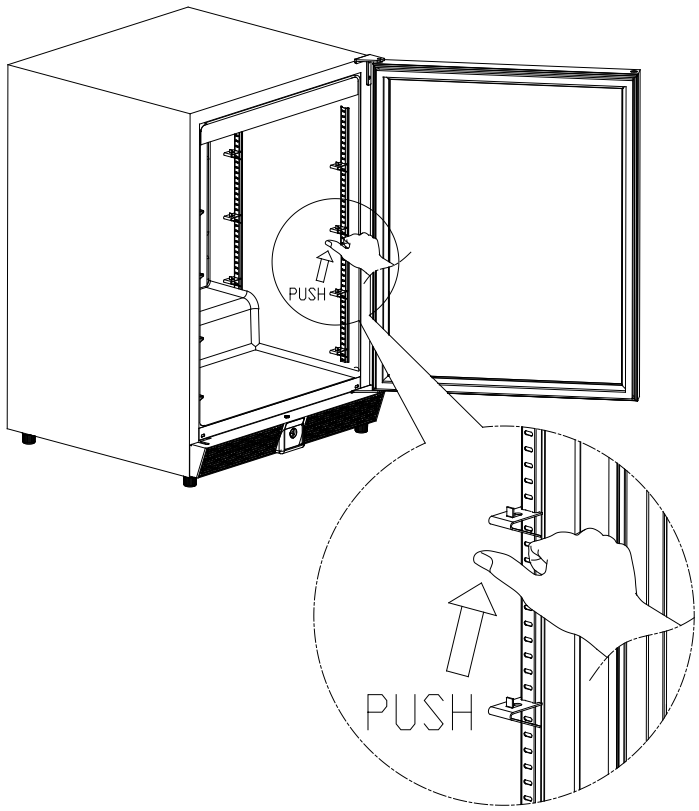
PART V LAYOUT AND STORAGE

YOUR CABINET WAS DESIGNED TO STORE A MAXIMUM NUMBER OF BOTTLES SECURELY. WE RECOMMEND THAT YOU OBSERVE THE TIPS BELOW TO OPTIMIZE LOADING.

1. Disperse your bottles even so as not to concentrate weight in any one area. Also, be careful that your bottles do not touch either the back of the cabinet or the step at the bottom.
2. Also make sure that bottles are not all grouped together either at the top or bottom of the cabinet.
3. A cooler that is full and has nice allowance for air movement will work more efficiently.
4. Never try to adjust shelf with bottles still on it.

How to use your shelving

- You can put the beer bottles on the shelving any way you like, lay down or upright.
- Max Weight per shelf: 55 lbs (25kgs)
- To adjust shelving, clips can be moved, place ‘top’ part of clip in first then force bottom part up. If clips seem loose, remove and ‘expand the width of opening on clip, this will allow it to fit better.



PLEASE NOTE

Before modifying your cabinet’s original configuration in any way, be sure to ask your dealer for advice.

PART VI CARE AND MAINTENANCE

CLEANING YOUR BEVERAGE COOLER

⚠ WARNING

BEFORE CLEANING: Turn off the power, unplug the appliance, and remove all items including all shelves.

- Wash the inside surfaces with warm water and baking soda solution. The solution should be about 2 tablespoons of baking soda with a quart of water.
- Wash the shelves with a mild detergent solution.
- Wring excess water out of the sponge or cloth when cleaning area of the controls, or any electrical parts.
- Wash the outside cabinet with warm water and mild liquid detergent. Rinse well and wipe dry with a clean soft cloth.
- After installation, **we recommend that owners apply a thin layer of Olive Oil with a clean rag, to all exposed Stainless Steel areas**. This should then be polished in and buffed off with another clean rag to a non-oily finish. This process will aid protection against dirt and other corrosive contaminants, by providing a temporary food-safe shield. The Olive Oil layer also makes later polishing and removal of fingerprints easier. This process should be repeated frequently every 3-4 months. ALL stainless steel can rust, it is a myth that stainless steel doesn't rust.

POWER FAILURE

Most power failures are corrected within a few hours and should not affect the temperature of your appliance if you minimize the number of times the door is opened. If the power is going to be off for a longer period of time, you need to take the proper steps to protect your contents.

FILTER CLEANING

PLEASE INSPECT & CLEAN FRONT GRILL FILTER EVERY MONTH
Failure to clean will void the warranty and increase the running costs.

VACATION TIME

Short vacations: You may leave the Beverage Cooler operating during vacations of less than three weeks.
Long vacations: If the appliance will not be used for several months, remove all items and turn off the appliance. Clean and dry the interior thoroughly. To prevent mold growth, leave the door open slightly, blocking it open if necessary.

MOVING YOUR BEVERAGE COOLER

1. Remove all items.
2. Securely tape down all loose items (shelves) inside your appliance.
3. Turn the adjustable leg up to the base to avoid damage.
4. Tape the door shut.
5. Be sure the appliance stays secure in the upright position during transportation. Also protect the outside of the appliance with a blanket or similar item.

ENERGY SAVING TIPS

1. The Beverage Cooler should be located in the coolest area of the room, away from heat producing appliances, and away from direct sunlight. Ventilation at rear also helps a lot with energy usage, so create a positive air flow where possible, although with this range they are designed to be fully built in.
2. When you are not using fridge during weekdays etc. it is recommended to set the temp at a higher level, so set at 47°F (8°C) during periods of non usage, this will not only mean less run time, it also still keeps drinks at a temp that won't be spoiled. It saves energy also which these days is a growing concern for most households.
3. Keep the cooler stocked, an empty cooler will run longer, believe it or not.

PART VII TROUBLESHOOTING GUIDE

PROBLEM	POSSIBLE CAUSE	Solution
Cooler does not operate	1. Not plugged in 2. The appliance is turned OFF at the control panel 3. The circuit breaker tripped or a fuse has blown out	Press ON/OFF Check and make sure the power plug is well connected Ask engineer for help
Wine cooler is not cold enough; can not cooling down to preset temp.	Compressor does not start	ask engineer for help, check the connection of compressor
	Compressor self-protected and stop operating	Ambient temperature is too high and over 38C degree Air venting is not smooth, check the air duct and make sure it is not blocked Fan operates slowly or faulty and stop operating. Door is not closed completely, or door open for long time Compressor or its components faulty
	Fans stop working or low speed operating	Ask engineer for help, power on the cooler, check the fan whether the voltage is normal or not. If the voltage is normal, the fan should be damage
	Evaporator ice up	Turn OFF the cooler for one hour, sometimes need also open the door, ice on evaporator will melt. Then turn ON and check again.
	Door is not well closed	Check the door lock, shelves, or other objects, make sure door is well closed. Check the sealing rubber, make sure door is well sealed. Check the door hinges, make sure they are not loose
	Condenser is dusty	Wash and clean the condenser
	Cooling system faulty (Gas leakage or blockage)	Ask engineer for help
Compressor start and stop frequently	The door gasket does not seal properly.	Use hair dryer to blow hot air and make the door seal smooth.
	The sensor connection is wrong.	According to the wiring diagram and make the correct connection of sensor
	The sensor is faulty.	Replace with new sensor
	The door is opened too often.	Reduce the times / frequency of door opening.
The light does not work.	Not plugged in, or the light button is “OFF”. Light itself faulty.	Check and make sure the light button is ON, or ask engineer for help.
The Cooler seems to make too much noise.	The stand feet is not leveling, vibrations lead to noise	Adjust the stand feet and assure they are on level.
	Pipe hit other objects and lead to noise	Adjust the position of pipe slightly
	At the moment of compressor shut down or start, it is normal for the noise from the vibration generated by the internal moving parts due to inertial motion.	nothing is necessary
	The ratting noise may come from the flow of the refrigerator, which is normal. As each cycle ends, you may hear gurgling sounds	nothing is necessary
The door will not close properly.	Door is blocked by the door lock, shelves, or other objects.	Remove the barrier
	Door sealing rubber is deformed	Repair or replace the rubber seal
	Door hinges are not loose.	Adjust and fasten the hinges.
Ice up	Outlet / suction outlet blockage	Remove the barrier
	Fans stop working or low speed operating	Ask engineer for help, power on the cooler, check the fan whether the voltage is normal or not. If the voltage is normal, the fan should be damage
	The door gasket does not seal properly; or door is opened too often	Use hair dryer to blow hot air and make the door seal smooth.
	Gas leakage or cooling system blockage	Ask engineer for help
External cabinet seems too hot	Ambient temperature is too high, or direct sunshine	Using conditions need to be improved
	Front grill outlet / suction outlet blockage	Remove the barrier
	Fans stop working or low speed operating	Ask engineer for help, power on the cooler, check the fan whether the voltage is normal or not. If the voltage is normal, the fan should be damage
Water drop on glass door	Ambient humidity is high	Use a soft cloth to clean the water
	Door is opened too often	Reduce the times / frequency of door opening.
	The door gasket does not seal properly	Use hair dryer to blow hot air and make the door seal smooth.
	Condensation is forming on outside of glass door	Have you turned the ‘Heated Door Function’ ON? located next to the temperature controller. You shouldn’t have condensation on glass with these models if this function is ON.

PART VIII TECHNICAL DATA

MODEL NO.	KBU-55	KBU-56	KBU-328
VOLUME	4.34 CF (123 Liter)	7.42 CF (210 Liter)	11.12 CF (315 Liter)
TYPE OF COOLING	compressor with air-circulated fan cooling	compressor with air-circulated fan cooling	compressor with air-circulated fan cooling
CLIMATE TYPE	N / ST	N / ST	N / ST
ELECTRICITY PROTECTION GRADE	I	I	I
NOMINAL VOLTAGE/ FREQUENCY	110-115V/50-60HZ	110-115V/50-60HZ	110-115V/50-60HZ
RATED POWER(W)	170W	210W	270W
AMBIENT TEMPERATURE	32 - 100 °F	32 - 100 °F	32 - 100 °F
TEMPERATURE RANGE	32-46 °F	32-46 °F	32-46 °F
Range of inside cabinet humidity	>50%RH	>50%RH	>50%RH
NET WEIGHT	132.3Lbs (60Kgs)	165.3Lbs (75kgs)	264.6Lbs (120kgs)
GROSS WEIGHT	143.3Lbs (65Kgs)	180.7Lbs (82kgs)	286.6Lbs (130kgs)
DIMENSION	23.4"W x 21.5"D x 32.3"H (595W x545D x820H mm)	35.4"W x 21.5"D x 33.9"H (900W x545D x860H mm)	52.6"W x 21.5"D x 33.9"H (1335W X 545D X 860H mm)

WARRANTY

PART IX WARRANTY INFORMATION

Please speak to your Retailer before calling **BTO AMERICA LIMITED** (also known as **KingsBottle**) if you did not purchase your Beverage Cooler directly from BTO AMERICA LIMITED

Limited warranty – If your refrigerator is not operating, KingsBottle reserves the right to repair or replace the refrigerator. KingsBottle may request the consumer to contact a local refrigeration company to service the refrigerator. All cost for labor and materials is covered for 1 year from the date of receipt. If KingsBottle deems the unit not repairable, KingsBottle will use the value of your original order toward a replacement. For customer service, please contact **BTO AMERICA LIMITED** by e-mail (service@kingsbottle.com) .

The limited warranty does not cover: Damage due to such things as accident, misuse, abuse, mishandling, neglect, unauthorized repair or any other cause beyond the control of the seller whether similar or dissimilar to the foregoing. Purchaser understands and acknowledges that the goods sold here are Beverage Coolers, which house wine. Purchaser assumes all the risk of using these units, including risk of spoilage, humidity variations, temperature variations, leaks, fires, water damage, mold, mildew, dryness and similar perils that may occur.

SPECIAL NOTE: Warranty is only honored for the unit which is purchased and used in United States of America. And, if your product was purchased at any 3rd party retailer and not directly from KingsBottle, we do not offer an extended warranty policy. You MUST contact the retailer of purchase directly. In the event your retailer does not offer an extended warranty plan, we recommend you contact a third party warranty provider. However, regardless of point of purchase, all KingsBottle coolers are backed by a ONE YEAR manufacturer's warranty from date of sale.